

# Client Agreement

## Guaranteed Investment Certificate (GIC)



### For GICs held in a Royal Bank of Canada Retirement Savings Plan, Retirement Income Fund, Education Savings Plan, Disability Savings Plan or Tax-Free Savings Account (“Registered Plan”)

#### What the Words Mean

In this Agreement, please remember that “**you**” and “**your**” mean the person in whose name a GIC deposit (“**GIC**”) is held, whether with the Royal Bank of Canada, the Royal Bank Mortgage Corporation, Royal Trust Corporation of Canada, or in Quebec, The Royal Trust Company within a Registered Plan of which you are the annuitant, subscriber, or holder as may be applicable.

#### General

This Agreement sets out the terms under which you can place a GIC with us held in your Registered Plan. Placing your GIC with us means you have received this Agreement and any Special Conditions applicable to certain types of GICs amending this Agreement, and agree to the terms set out in such document(s).

#### Confirmation Notice

We will provide you with a confirmation notice once we have received instructions from you to place a GIC within your Registered Plan. It shows the details of the GIC, such as its principal amount, its term, the rate of interest, and any instructions on what to do at maturity. It also shows whether you may cash the GIC within your Registered Plan before the end of the term of the GIC and any penalties that may apply if you do so.

#### Payments and Renewal

The interest on a GIC within your Registered Plan will be kept with your GIC or placed into the savings deposit within the Registered Plan as the interest becomes payable from time to time. Upon maturity, the principal amount of your GIC, together with any interest earned on it during its term, will be deposited into a savings deposit or renewed or reinvested in accordance with your instructions; such transactions all to occur within your Registered Plan.

#### Interest

Interest on a GIC will be calculated counting the first but not the last day of the term.

#### Payments and Renewal Instructions

You may provide us with instructions for deposit, renewal, or reinvestment, such transactions all to occur within your Registered Plan, by writing to us, speaking to one of our representatives at a branch, or contacting us by phone or in Online Banking.

#### Automatic Renewal

We will automatically renew a GIC at the end of its term if you have not told us what to do with it. It will be for a one year term. The interest rate on the renewed GIC will be the same as the interest rate we offer on comparable deposits at the date of renewal. It may include any online special and/or bonus rate offered at the time of renewal, if applicable. The other details of the renewed GIC will be the same as the original GIC. If the GIC is no longer offered, we will renew it as a one year redeemable GIC. You have the right to cancel a renewed GIC within 10 business days from the issuance (renewal) date, and if you do, your principal will be returned, but no interest will apply from the issuance to the cancellation date.

#### Deposit Insurance

Royal Bank of Canada and our affiliates, the Royal Trust Corporation of Canada, The Royal Trust Company and the Royal Bank Mortgage Corporation, are members of the Canada Deposit Insurance Corporation (CDIC). A GIC with any of these institutions is eligible for CDIC deposit insurance coverage provided it is payable in Canada. For more information, including conditions of coverage, contact CDIC directly at [info@cdic.ca](mailto:info@cdic.ca) or 1 (800) 461-2342. **Quebec only:** If this is a GIC with Royal Bank Mortgage Corporation or The Royal Trust Company, it is a deposit within the meaning of the Deposit Institutions and Deposit Protection Act (Quebec).

#### Changing This Agreement

We may make changes to this Agreement at any time. If we do, we will let you know before the changes take effect.

#### Complaint or Compliment

If you have a problem or concern, please contact your branch. If it is not resolved, please contact our Client Care Centre by telephone at 1 (800) 769-2540, by email at [clientcarecentre@rbc.com](mailto:clientcarecentre@rbc.com), or by mail at P.O. Box 1, Royal Bank Plaza, Toronto, Ontario M5J 2J5. For more information, please consult our brochure “How to Make a Complaint”, available at any branch or at [rbc.com/customercare](http://rbc.com/customercare).